Contents

Number 1

Editorial	1	*Philip Hills*
Papers	3	Planning to Solve the "Skills Problem" in the Virtual Information Management Organization *R. Heckman*
	17	Competitive Advantage from IT in Logistics: The Integrated Transport Tracking System *C Loebbecke and P Powell*
	29	The Information Audit: An Integrated Strategic Approach *S Buchanan and F Gibb*
	49	Information Systems for Decentralization of Development Planning: Managing the Change Process *M Z Mohamed and U B Appalanaidu*
	61	Using Smart Cards in Electronic Commerce *D McElroy and E Turban*
	73	Digibabble [Letter from America]
	75	News from Staple Hall
Reviews	77	The Basics of Information Systems: Jennifer Rowley *David Bawden* How Organisations Learn: Ken Starkey (ed) *David Bawden* Information Sources in Official Publications: Valerie J. Nurcombe (ed) Information Sources in Law (2nd edn.): Jules Winterton and Elizabeth M. Mays (eds) Information Sources in the Life Sciences (4th edn.): H. V. Wyatt (ed) *Lyn Robinson*

Number 2

Editorial	79	*Philip Hills*
Papers	81	Access to Information: New Directions *J M Brittain and M Colmer*
	91	Electronic Commerce and the Internet: Issues, Problems, and Perspectives *R Nath, M Akmanligil, K Hjelm, T Sakaguchi and M Schultz*
	103	Analysis of Information Technology Success in Small Firms in New Zealand *M Igbaria, N Zinatelli and A L M Cavaye*
	121	A Methodology for the 'User-sensitive Implementation' of Information Systems in the Pharmaceutical Industry: A Case Study *E C Goodman*
	139	Perceived Impact and Diffusion of Expert Systems in Banking: An Exploratory Investigation *Y P Shao*
	157	News from Staple Hall

Reviews	161	Achieving Maximum Value from Information Systems: A Process Approach: Dan Remenyi and Michael Sherwood-Smith with Terry White *David Bawden* Information Storage and Retrieval: Robert R. Korflage *David Bawden* The ABCs of JavaScript: L. Purcell and M. J. Mara JavaScript Primer Plus: Enhancing Web Pages with JavaScript Programming Language: G. Torok, J. Payne and M. Westfield *A. G. Kelly*

Number 3

Editorial	163	*Philip Hills*
Papers	165	Systems Development: A Restrictive Practice? *C Brooke and S Maguire*
	181	Investigating the Worth of Internet Advertising *C Loebbecke, P Powell and S Trilling*
	195	Managing Information Systems at Singapore Airlines *T S H Teo, J E Lee-Partridge and V K G Lim*
	205	Information Management in South African Manufacturing Enterprises *A S A Du Toit*
	215	Large-scale Reengineering in Project Documentation and Workflow at Engineering Consultancy Companies *L A Joia*
Reviews	225	The Age of the Network: Organizing Principles for the 21st Century: Jessica Lipnack and Jeffrey Stamps *Elena Antonacopoulou* Cancer Resources on the Internet: M Sandra Wood and Eric P Delozier *David Bawden* Philosophical Aspects of Information Systems: R L Winder, S K Probert and I A Beeson (eds) *David Bawden* Managing Information. Working Smarter not Harder: Hugh Garai *David Bawden*

Number 4

Editorial	229	*Philip Hills*
Papers	231	Email Adoption, Diffusion, Use and Impact Within Small Firms: A Survey of UK Companies *J A A Sillince, S Macdonald, B Lefang and B Frost*
	243	Guidelines for the Successful Adoption of Information Technology in Small and Medium Enterprises *D Fink*
	255	A Model for the Classification of Information Kiosks in Singapore *L L Tung and J H Tan*

265 Barriers to Successful Implementation of Database Marketing: A Cross-Industry Study
C Desai, G Wright and K Fletcher

277 An Assessment of the Relationship Between Marketing, Information and Strategy Formulation in the UK Retail Banking Sector
J Broady Preston and T E Hayward

Reviews 287 Information, Systems and Information Systems: Making Sense of the Field: Peter Checkland and Sue Holwell
David Bawden
Copyright – Interpreting the Law for Libraries, Archives and Information Services: Graham P Cornish
Tamara Eisenschitz
References Sources on the Internet Off the Shelf and onto the Web: Karen R Diaz
Lyn Robinson

Number 5

Editorial 289 *Philip Hills*

Papers 291 Business Use of The World Wide Web: A Report on Further Investigations
H-I Ng, Y J Pan and T D Wilson

315 New Information Management Work in a Changing World: an Australian Survey
P Willard and J Mychalyn

329 An Empirical Study of Attitudes Towards Teleworking among Information Technology (IT) Personnel
T S H Teo, V K G Lim, S H Wai

345 Mistakes, Misjudgements and Mischances: Using SSM to Understand the Hillsborough Disaster
W Lea, P Uttley and A C Vasconcelos

359 Towards a Framework for Information Management
J Rowley

371 An Information Audit of National Westminster Bank UK's Learning and Resource Centres
C Theakston

Reviews 377 The Challenge of Internet Literacy: the instruction-web convergence: Lyn Elizabeth M Martin
David Bawden
Library and Information Studies: Research and Professional Practice: M Beaulieu, E Davenport and N O Pors
David Bawden

Number 6

Editorial 379 *Philip Hills*

Papers 381 Business Process Reengineering and Organizational Performance: An Exploration of Issues
K Altinkemer, A Chaturvedi and S Kondareddy

393 Chinese Business Process Re-engineering
M G Martinsons and P S Hempel

409 A Comparison Between the Provision of Information to Engineering Designers in the UK and the USA
A W Court, D G Ullman and S J Culley

427 A Capstone Course in the Information Systems Curriculum
J N D Gupta and R M Wachter

443 A Cognitive Model Based Approach for Organizational Conflict Resolution
K-Y Kwahk and Y-G Kim

Reports

457 Creating and Sustaining a University Affiliated Research Center: The Center for MIS Studies at the University of Oklahoma
C Speier and J Palmer

461 Letter from America (Pipe Dreams)
B Cronin and H Crawford

Reviews

465 Seven Faces of Information Literacy: Christine Bruce
Alistair Muteh
Economics of Digital Information: Sul H Lee
David Bawden
Intellectual Capital; Core Assets for the Third Millenium Enterprise: Annie Brooking
David Bawden